

INSIGHTS

HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

September 2025 | Issue 53

Check out
more on
page 7

HHQI LEARNING EVENTS

- CCITP Cycle 21 – Module 1 Prep Day
- Fundamentals of Quality Improvement Course (English)

PROGRAM HIGHLIGHTS

Program Launch: Improvement Coach Professional Development Program & High Performing Organization Program ... read more on page 3



INSPIRING STORIES

Championing Quality Care for Older Adults: A Personal Journey in the Age-Friendly Initiative ... Witnessing someone regain the ability to perform meaningful daily activities—feeding themselves, managing personal hygiene, mobilizing safely, or engaging in cognitive tasks ... read more on page 4

Balance & Beyond: Physical Well-being



QUALITY SPOTLIGHT

Balancing & Beyond: Elevating Our Collective Wellbeing ... This journey is more than just numbers; it's about fostering healthier routines, cultivating positivity, and building a stronger, more vibrant community together ... read more on page 5



NVIC Sustainability and Spread

QI INSIGHTS

Lean Six Sigma: Waste Wheel ... Waste is a symptom, not a cause ... read more on page 6



JOY AT WORK CORNER:

Somewhere in the Universe!

Hurry! The first three (3) to submit the correct answer will be published ... read more on page 7

JOY AT WORK SERIES

*Share your Inspiring True Stories!
For more details email us at
hhqi@hamad.qa*



Mr. Nasser Al Naimi

Chief of Patient Experience Officer and Director Hamad Healthcare Quality Institute

"HHQI empowers a culture of collaboration, builds lasting capacity, and turns knowledge into action that transforms healthcare for the better."

Dear INSIGHTS Readers,

As HHQI continues to champion continuous quality improvement, I am pleased to share that September was a month of significant progress and collaboration. We successfully hosted the National Value Improvement Collaborative Sustainability Workshop on 3rd September, followed by the Coaches Session on 4th September. We also launched Cohort 2 of the Improvement Coach Program last 2nd September, and the Cohort 3 of the High Performing Organization Program last 8th September with participants from both HMC and PHCC. Preparations are now underway for the graduation of Improvement Specialist Program Cohort 2 on 18th September 2025.

Through these collaborative initiatives and capacity-building programs, HHQI remains committed to advancing quality improvement — translating knowledge into safer, more effective patient care, strengthening a culture of compassion, and building adaptability for the future.

Each of these milestones reflects what HHQI stands for — collaboration, capacity building, and turning knowledge into action. Together, we are creating safer, better care for our patients, nurturing a culture of compassion, and embracing change with confidence.

As we move forward, let's continue to be champions of improvement — sharing ideas, supporting one another, and building a healthcare system we can all be proud of.

I am especially grateful for *HHQI INSIGHTS*, which continues to inspire us to read, listen, share, and grow together on this journey of improvement.

The National Value Improvement Collaborative - Sustaining Improvements, Spreading Value.

The National Value Improvement Collaborative (NVIC) successfully concluded the workshop-“Sustaining Improvement, Spreading Value” and Coach’s session at Bayt Al Diyafah on 3rd and 4th September. Teams and coaches came together with incredible energy to share achievements, discuss challenges, and co-create strategies for sustaining and spreading value improvement. Inspiring presentations, engaging peer discussions, and powerful data insights highlighted the impact of collaborative efforts. The sessions strengthened ownership, built momentum for scale-up, and energized participants to drive lasting change. This milestone event marks an exciting step forward in our collective journey toward continuous improvement.

Together, we are not just sustaining improvements — we are spreading Value.



by Dr. Gautam Sharma

HHQI Launches High-Performing Organizations (HPO) Program Cohort 3

The High-Performing Organizations (HPO) Program Cohort 3 officially commenced on 8th September 2025. This initiative is designed to transform healthcare services across HMC and other healthcare facilities by fostering safe, reliable, and effective care environments.

The program aims to enhance participants' skills and knowledge in key leadership domains, including fostering transparency, reliability, and improvement through effective measurement; promoting continuous learning and strengthening organizational culture; building alignment, teamwork, and communication, encouraging speaking-up; enhancing staff engagement and safety; and improving patient and family engagement to ensure equitable care.

High-Performing Organizations Program Timeline



Welcome to Cohort 3!



by Iman Shoshan

HHQI Launches Improvement Coach Professional Development Program Cohort 2

Exciting Launch: ICPDP Begins!

We're proud to announce the launch of Cohort 2 of the Improvement Coach Professional Development Program (ICPDP)—a five-month initiative running from September 2, 2025, to February 1, 2026. Delivered by the Institute for Healthcare Improvement (IHI) and supported by HHQI, this hybrid program combines in-person workshops and virtual sessions to build coaching excellence, skills and drive impactful changes. Participants will gain deep insights into improvement science, change psychology, data analysis, and effective team coaching. Through expert mentorship and practical learning, Graduates will pioneer excellence and lead improvement teams and foster excellence across healthcare systems.



Welcome to Cohort 2!



Championing Quality Care for Older Adults: A Personal Journey in the Age-Friendly Initiative

What continues to inspire me is the incredible resilience of older adults. Witnessing someone regain the ability to perform meaningful daily activities—feeding themselves, managing personal hygiene, mobilizing safely, or engaging in cognitive tasks—fuels my dedication to facilitating functional recovery, promoting independence and enhancing quality of life.

As an occupational therapist, my passion has always centered on supporting older adults. Much of my career has focused on the geriatric population, especially in Northern Ireland, where enabling independence at home was vital to meaningful care.

When I moved to Qatar, adjusting to a new healthcare system and culture was challenging. But returning to work with older adults quickly restored my sense of purpose. Today, that includes contributing to the Age-Friendly Healthcare System and leading Quality Improvement initiatives—work that reflects my deep commitment to functional, dignified aging.

The 4Ms framework—What Matters, Medication, Mentation, and Mobility—aligns beautifully with occupational therapy’s holistic and person-centered values. It reminds us to prioritize individual goals and support families through the complexities of later life.

Occupational therapy allows us to see beyond the diagnosis and focus on the person. This, for me, is the heart of the Age-Friendly initiative—integrating personal goals into care plans that nurture autonomy and restore meaning.

Through this initiative as a team, we’ve transitioned from a multidisciplinary approach – where professionals work in parallel - to an interdisciplinary model, fostering stronger collaboration and shared goals for patients and families. This shift has cultivated a culture of inclusivity, respect, and purpose - where every team member’s voice is valued.

It’s a privilege to contribute to a future where aging with dignity, purpose and support becomes the standard, not the exception.

Pamela Mcelroy
Occupational
Therapy Supervisor
HGH



Balance & Beyond: Elevating Our Collective Physical Wellbeing

At HHQI, our greatest asset is our dedicated staff. We are deeply committed to building a culture of wellness where each of us can thrive both personally and professionally. It's with this spirit that we are thrilled to launch "Balance & Beyond", a transformative initiative designed to energize our teams and make wellness a natural part of our daily work life.

Our goal is clear and ambitious: **to increase the percentage of staff scoring "good" in Physical Wellbeing Assessment from 30% to 75% by December 2025.** This journey is more than just numbers; it's about fostering healthier routines, cultivating positivity, and building a stronger, more vibrant community together.

How We're Tracking Our Collective Progress

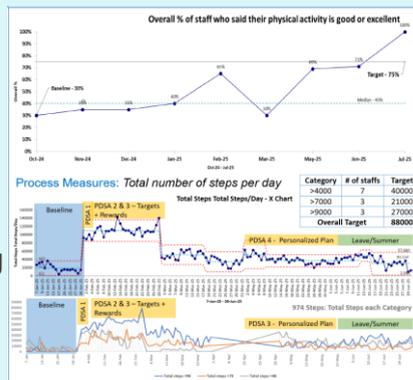
We believe what gets measured gets managed. To simply track our progress, we're focusing on a few powerful, actionable indicators:

Outcome Measure: % of staff scoring "good or excellent" in the Physical Wellbeing Assessment

Process Measures:

- ◆ Total steps per day
- ◆ Number of staff hitting 4,000, 7,000, and 9,000-step milestones
- ◆ Total calories burned per day
- ◆ Percentage of staff drinking more than 4 bottles (330ml) of water daily

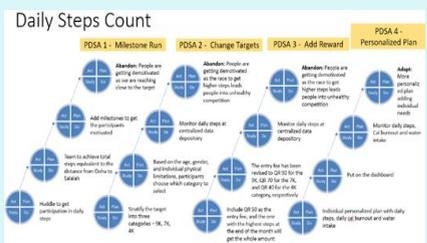
Balance Measure: BMI score



Innovation in Action: Our Fun PDSA Initiatives

Through quick, creative PDSA (Plan-Do-Study-Act) cycles, we've already launched some exciting programs to inject energy and fun into our daily movement:

1. To Salah: Let's go on a virtual adventure! Together, we're walking the collective equivalent distance from our offices in Doha to the beautiful city of Salah. Every step counts in this shared achievement.



Dr. Jawed Iqbal
HHQI

2. The 974 Challenge: A symbolic and achievable daily goal to get everyone moving and build consistent habits. Based on everyone's capacity, we categorize the target into 9000 steps, 7000 steps, and 4000 steps

3. Live Dashboards & Personalized Cards: Track our collective progress on a vibrant team dashboard and receive personalized recognition cards to celebrate your individual milestones.

4. Hydration Made Easy: Finding it hard to remember to drink water? We're providing 4 bottles of water at every desk and integrating water intake tracking right into our wellness dashboard.

Celebrating You: Motivation & Recognition

We know that lasting change is fueled by encouragement. Balance & Beyond blends friendly accountability with celebration:

- ❖ A small **entry fee** to foster commitment, with monetary rewards for our top achievers.
- ❖ Public **recognition in Insight**, featuring names and photos of our wellness champions.
- ❖ Positive Chit Sharing: A fun, random **act of kindness** where each staff member draws a colleague's name and shares a positive comment, strengthening our culture of support.

"Balance & Beyond is not just a program—it's a lifestyle shift. Every step taken, every sip of water, and every word of encouragement brings us closer to a healthier, stronger, and more connected workforce."
Are you ready to take the first step?

by Dr. Raana Siddiqui



Waste Wheel

Waste Wheel is one of the tools of LEAN methodology. Lean is a set of concepts, principles and tools used to create and deliver the most value from the customer's perspective, while consuming the fewest resources.

Waste is anything other than the minimum amount of equipment, materials, technology, space and workers' time that are essential to add value to a product or service. Waste is a symptom, not a cause. It points to underlying problem within the system. Waste wheel is a lean tool which provides insights into this problem and helps us in creating strategies to combat them.

The "waste wheel" refers to the eight types of waste commonly encountered in healthcare: There are different types of waste we see in the system and has a great impact. These waste according to lean-waste wheel are categorized as:



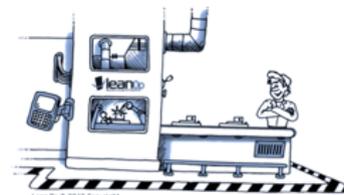
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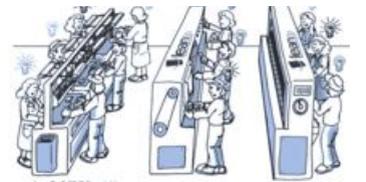
○ **Defects:** Errors in clinical practice, such as incorrect medication or dosage, leading to patient harm and increased resource use.

○ **Overproduction:** Producing more of something than needed, like printing excessive patient information leaflet.



○ **Waiting:** Time wasted waiting for resources, test results, or patient appointments.

○ **Non-utilized Talents:** Failing to utilize the skills and knowledge of healthcare professionals effectively.



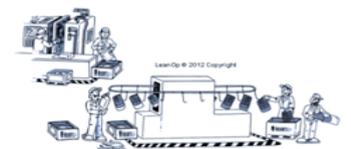
○ **Transportation:** Unnecessary movement of materials or people, like transporting patients between departments.

○ **Inventory:** Unnecessary movement of materials or people, like transporting patients between departments.



○ **Motion:** Unnecessary movement of materials or people, like transporting patients between departments.

○ **Extra-processing:** Performing unnecessary steps in a process, such as excessive documentation.



By identifying these wastes, healthcare organizations can streamline processes, improve patient care, and reduce costs.

by Ana Jimena



Somewhere in the Universe! Look for the correct answer.
Email your answer at hhqi@hamad.qa



1. What is the more common name for the constellation Ursa Major?	7. Which is a unit of length used to measure the large distances in astronomy?
2. What did the Romans call our moon?	8. What is the first planet discovered with the aid of a telescope? And Who discovered it?
3. How many in our Solar System are NOT named after a Greek or Roman god/goddess?	9. What does a star use as a fuel when it runs out of hydrogen?
4. What is a star like our Sun known as in its final evolutionary state?	10. Which planet is known as the "morning star"?
5. Phobos and Deimos are two natural satellites of which planet?	11. Which object is a remnant of a lightning bolt striking a sandy beach?
6. The line that separates day and night on a planetary body is called the what?	12. What is considered as the natural satellite of Earth?

Issue 52 Answer : *Idiomatic Expressions & meaning*

1. Elephant in the room – obvious problem	6. Met his Waterloo – face a final and decisive defeat
2. Hold your horses! - wait	7. A stitch in time save nine – fixing a small problem early prevents it from becoming bigger problem
3. Red herring – distraction	8. Lion's share – biggest part
4. Wild goose chase - pointless	9. To cut the Gordian knot – solve a complex problem in a quick, decisive, and often unconventional way
5. To pay the piper – face the consequences of one's action	10. A bee in his bonnet - obsessed or preoccupied with an idea

CONGRATULATIONS!

Prabha Lionel
RH ESCC M1 - Enaya 1, Rumailah Hospital

Sumy Kankusery Basheer
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Marianne Borillo Villapena
Charge Nurse, SSC, Hamad General Hospital



Share your insights with us at hhqi@hamad.qa

HHQI
LEARNING
EVENTS

OCTOBER
2025

- 1 Clinical Care Improvement Training Program C21: Module 1 Prep Day
- 2 Fundamentals of Quality Improvement Course (FQIC): English
- 6 Improvement Leadership Program C8 – Webinar 03
- 8 AI Majilis: A Community for Improvers
- 12-13 High Performing Organizations Program C3 – WS1
- 13 Learn QI with HHQI – Patient Safety Framework
- 14 Improvement Specialist Program C3 - Launch
- 15-16 Clinical Care Improvement Training Program C21: Module 1
- 20 Fundamentals of Quality Improvement Course (FQIC): Arabic
- 23 Clinical Care Improvement Training Program – Improvers Club
- 23 Joy at Work – Hamad Dental Hospital
- 27 Improvement Leadership Program C8 – Webinar 04
- 28-30 Intermediate Quality Improvement Course

There is something special when CREATIVE people get together.

Joy Mangano



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TEAM

